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# IRTH Internet<sup>TM</sup>

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*Georgia UPC IRTH Internet*

*February 2006*

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# Request IRTH Access & Login to IRTH Internet

1. To request access to IRTH Internet from the UPC web site [www.gaupc.com](http://www.gaupc.com) click on "IRTH/Manage Tickets" then select the appropriate Request form from the "Request to Signup" section. Fill out the form and you will receive your username and password via email after you have completed web entry training.

**Note:** You **must** have a valid email address to use web entry.

Georgia UPC | IRTH - Microsoft Internet Explorer provided by UPC, Inc.

File Edit View Favorites Tools Help Address [http://www.gaupc.com/irth\\_intro.asp](http://www.gaupc.com/irth_intro.asp) Go UC

Home | Español | Contact Us | Resources

**Utilities**  
PROTECTION CENTER | DIG SAFELY!

Ga. Dig Law  
IRTH login

ABOUT UPC UPC MEMBERS IRTH/MANAGE TICKETS LAWS/POLICIES HOMEOWNERS MARKETING PUBLIC EDUCATION

**What is IRTH Internet?**

IRTH is a Web Application that enables Members and Excavators to create, manage and edit UPC Locate Tickets. There are some distinctions between the functionality for Members and Excavators. Those include the following...

**Members**

- Manage tickets sent to them by UPC
- View and Respond to the Positive Response Information System
- View their Delivery Queue
- View their Delivery History
- Resend tickets
- Manage their Service Area registration
- Create, Restake and Cancel tickets
- Submit additional requests for tickets

**Excavators**

- Create, Restake and Cancel tickets
- Submit additional requests for tickets
- View the Positive Response Information System

**Request to Signup**

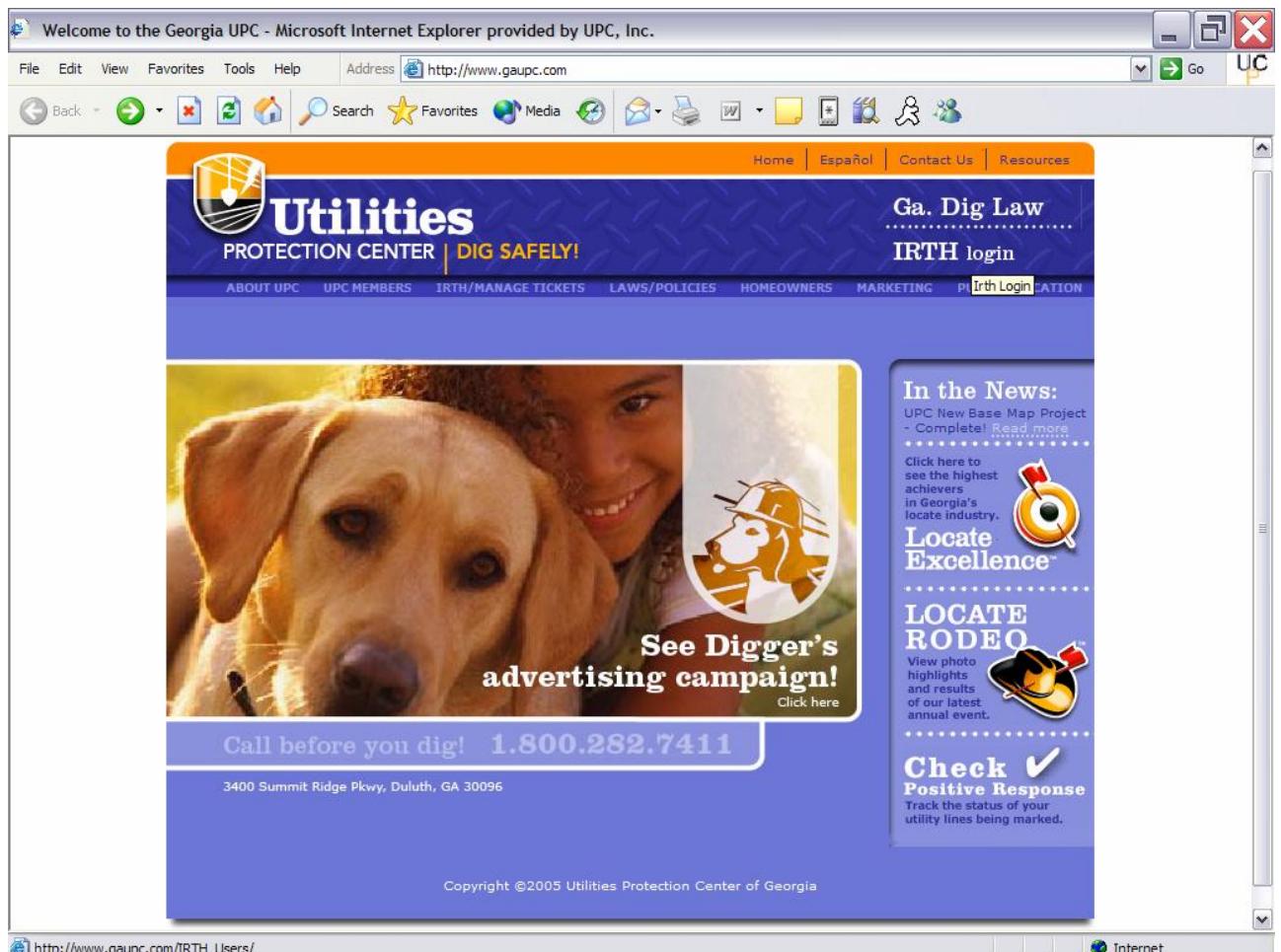
IRTH UPC Member Signup  
IRTH Excavator Signup

**PDF Library**

CGA Best Practices  
IRTH Internet Instructions  
IRTH Member Service Area Instructions  
APWA Guidelines  
Locate Request Field Form

Get Adobe Reader

## Login to IRTH Internet



1. From the UPC web page [www.gaupc.com](http://www.gaupc.com), click on "IRTH Login" in the top right-hand corner of the site. This will then take you to the IRTH Login Page.



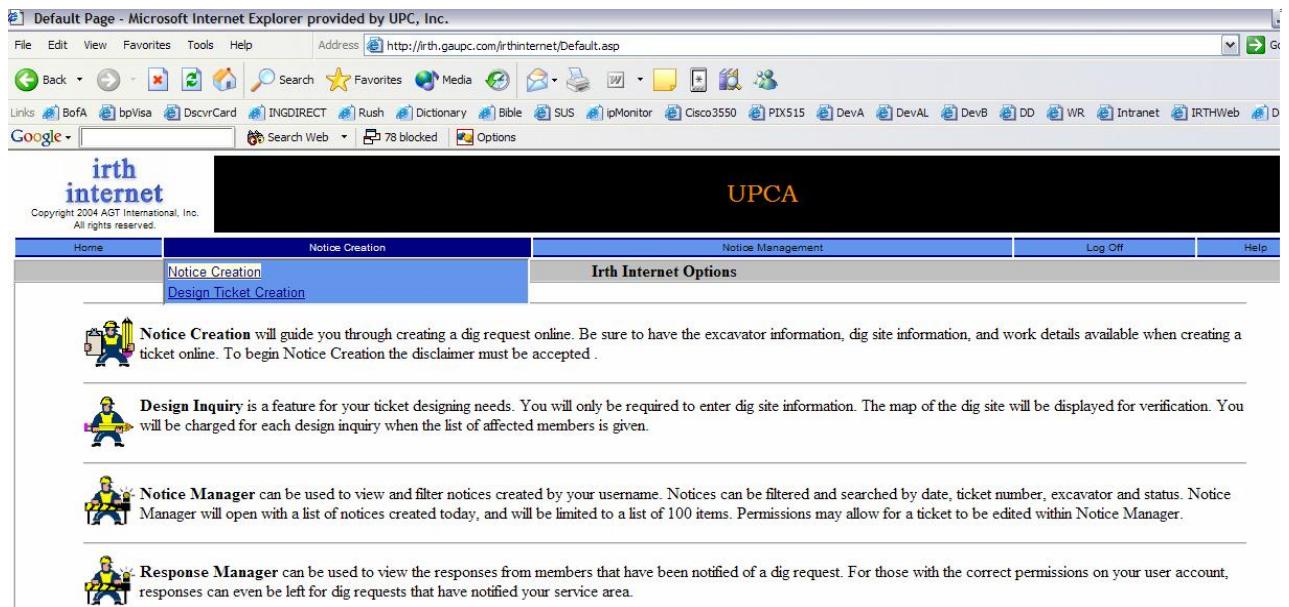
2. Enter your User Name. This is your first and last name typed together with no spaces.
3. Enter your Password. This is the password assigned to you by our Member Services Department. If there is a problem with entering your password please contact our Member Services Dept. at 770-623-5786.
4. Click the *Login* button and once logged in you will have the option of selecting Notice Creation.

**NOTE:** If you have not provided UPC with all of your contact information you will be directed to a page to do so before continuing to log into IRTH.

## Enter Dig Request Information

Notice Creation allows you to enter the information pertaining to your dig request. All new tickets entered through Notice Creation will be normal 48-hour tickets. All emergency and damage requests must be called into the Call Center – (800) 282-7411 or (770) 623-4344.

1. Click the Notice Creation icon or select it from the drop down menu.



Default Page - Microsoft Internet Explorer provided by UPC, Inc.

File Edit View Favorites Tools Help Address http://irth.gaupc.com/irthinternet/Default.asp

Links BofA bpVisa DscvrCard INGDIRECT Rush Dictionary Bible SUS ipMonitor Cisco3550 PIX515 DevA DevAL DevB DevV DD WR Intranet IRTHWeb D

Google Search Web 78 blocked Options

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UPCA

Notice Creation

Notice Creation

Design Ticket Creation

Notice Management

Irth Internet Options

Log Off Help

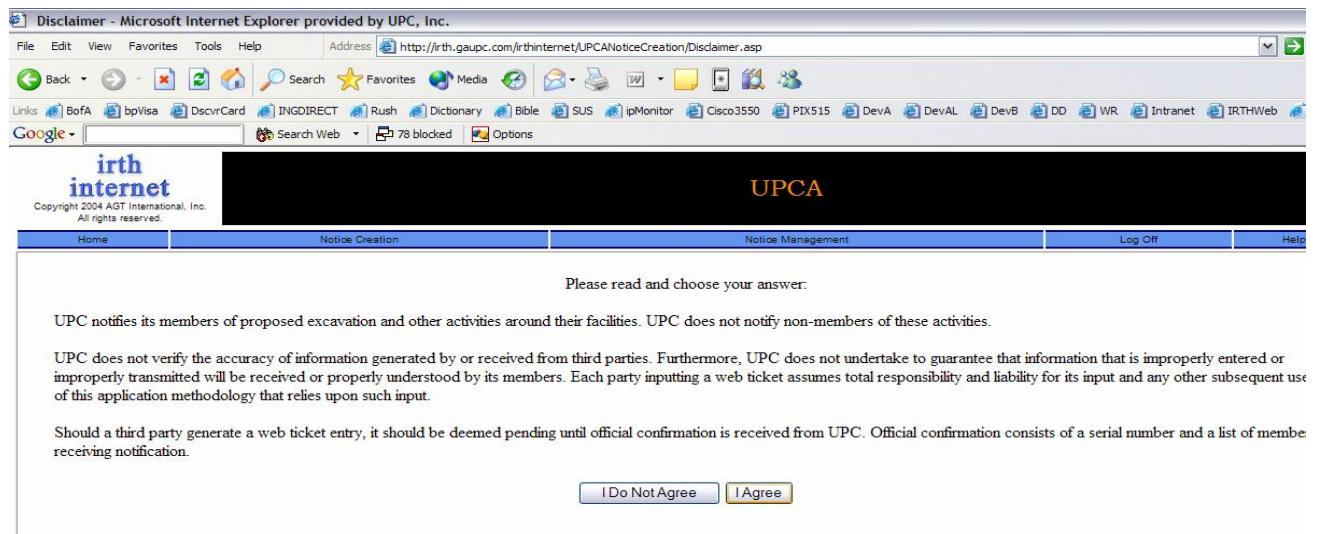
**Notice Creation** will guide you through creating a dig request online. Be sure to have the excavator information, dig site information, and work details available when creating a ticket online. To begin Notice Creation the disclaimer must be accepted.

**Design Inquiry** is a feature for your ticket designing needs. You will only be required to enter dig site information. The map of the dig site will be displayed for verification. You will be charged for each design inquiry when the list of affected members is given.

**Notice Manager** can be used to view and filter notices created by your username. Notices can be filtered and searched by date, ticket number, excavator and status. Notice Manager will open with a list of notices created today, and will be limited to a list of 100 items. Permissions may allow for a ticket to be edited within Notice Manager.

**Response Manager** can be used to view the responses from members that have been notified of a dig request. For those with the correct permissions on your user account, responses can even be left for dig requests that have notified your service area.

2. The next screen is the disclaimer. Please read this carefully then click "I Agree". This disclaimer reminds you that UPC will not notify non-members and is not responsible for the information provided.



Disclaimer - Microsoft Internet Explorer provided by UPC, Inc.

File Edit View Favorites Tools Help Address http://irth.gaupc.com/irthinternet/UPCNoticeCreation/Disclaimer.asp

Links BofA bpVisa DscvrCard INGDIRECT Rush Dictionary Bible SUS ipMonitor Cisco3550 PIX515 DevA DevAL DevB DevV DD WR Intranet IRTHWeb D

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Please read and choose your answer:

UPC notifies its members of proposed excavation and other activities around their facilities. UPC does not notify non-members of these activities.

UPC does not verify the accuracy of information generated by or received from third parties. Furthermore, UPC does not undertake to guarantee that information that is improperly entered or improperly transmitted will be received or properly understood by its members. Each party inputting a web ticket assumes total responsibility and liability for its input and any other subsequent use of this application methodology that relies upon such input.

Should a third party generate a web ticket entry, it should be deemed pending until official confirmation is received from UPC. Official confirmation consists of a serial number and a list of members receiving notification.

I Do Not Agree I Agree

## Enter Excavator Information

3. After selecting *I Agree* on the disclaimer, *Step 1 (of 4): Excavator Info* appears.

There are several fields that offer space for Alternate contact information. After entering this information, if applicable, and if the provided company information is correct, select the *Next* button located at the top of the page. This takes you to *Step 2 (of 4): Site Info*. If any of your company information needs to be corrected please contact our Member Services Department directly at (770) 623-5786.

Excavator - Microsoft Internet Explorer provided by UPC, Inc.

File Edit View Favorites Tools Help Address <http://irth.gaucp.com/irthinternet/UPCNoticeCreation/Excavator/Excavator.asp>

Back Search Favorites Media Print Options

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Home Notice Creation Notice Management Log Off Help

**Notice Creation**  
**Step 1 (of 3): Excavator Info**

Next Cancel

Phone *	(770)623-4332	Company ID	464
Excavator *	DIGGER DAWG DIGGIN		
Type *	Contractor	Industry	
Address 1*	3400 SUMMIT RIDGE PKWY.		
Address 2			
City *	DULUTH	State *	GA
Zip *	30096		
Name	DIGGER DAWG		
Email Address			
Phone		Fax	
Field Contact			
Alt Contact Info:		Ext:	
Alt Contact Info:		Ext:	

\* required items

**IMPORTANT:** Make sure you use the TAB key or your mouse to move from field to field throughout the ticket. DO NOT USE THE ENTER KEY.

## Enter Site Information

4. *Step 2 (of 4): Site Info* is provided for your Dig Site information and will assist our Mapping system in gridding your dig site. This page will ask you for the following information:

**County:** What County the digging will take place in.

**Place:** What City the location falls within or the closest city to the location. The field located to the right of Place is a drop down box. Choose if the dig site is within or outside the city limits.

**Street Address:**

- The next line is where you enter the address and or street name where the digging will take place. The *From* and *To* fields are asking for the address. If you have a single street # place this in the *From* field and leave the *To* field blank.
- If it is an address range with up to 5 consecutive addresses, enter the numbers in both fields, starting with the lowest in the *From* field and the highest in the *To* field. If you have lot #'s or up to 5 addresses that are not consecutive leave the *To* and the *From* field blank, enter your street information, and on Step 4 enter the lot or the non-consecutive address info. In the *Locate Where* Field.
- The next box will ask you for Dir (directional) Prefix, such as South Summit Ridge Pkwy. Select the appropriate prefix or leave the box at the default, which is *all*.
- In the next box enter the core street name. If you were using South Summit Ridge Pkwy, you would type Summit Ridge as the core name.
- The next field is asking for the street Type. If the example were South Summit Ridge Pkwy, you would place *Pkwy* in this box. Use abbreviations when entering street types. (Ex: Dr, Cir, Trl)
- The last field on this line will ask you for the Dir (directional) Suffix. If the street contains a directional suffix for example Summit Ridge Pkwy S. E. choose the correct suffix from the drop down box.
- Please use the Cross Street section ONLY if the work area is at an intersection.

Site Info - Microsoft Internet Explorer provided by UPC, Inc.

File Edit View Favorites Tools Help Address <http://irthtest.gaupc.com/irthInternet/UPCNoticeCreation/SiteInfo/SiteInfo.asp>

Back

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Home Notice Creation Notice Management Log Off

**Notice Creation**  
Step 2 (of 4): Site Info

State  County  Place  Within City

From <input type="text" value="3400"/>	To <input type="text"/>	Dir Prefix <input type="text" value="blank"/>	Street <input type="text" value="UTILITIES PROTECTION CENTER"/>	Type <input type="text" value="PKWY"/>	Dir Suffix <input type="text" value="blank"/>
--	-------------------------	---	---	--	---

\*\* Please only enter a cross street if the dig site is located at the intersection. Dir Prefix (all) Street Type Dir Suffix (all)

Continue even if my information is not in the database.

Best Match  Close Spelling  Adjacent Places  Exact Match

**Street Results**

% Match	State	County	Place	Type	Range	Street	Select
65	GA	GWINNETT	DULUTH	City	3000-3199	PROCTOR ST	<input type="button" value="Use Street"/>

5. After you have completed entering your dig site information, select the Search button. This allows our mapping system to search the database for the street entered. If the database finds a match you will be brought back to Step 2 select the *Continue* button to proceed to Step 3.

**NOTE:** If there is no match found, the address line will be highlighted in pink and a list of Street Results will be provided at the bottom of the page. *If you find the street that you were searching for within the list:*

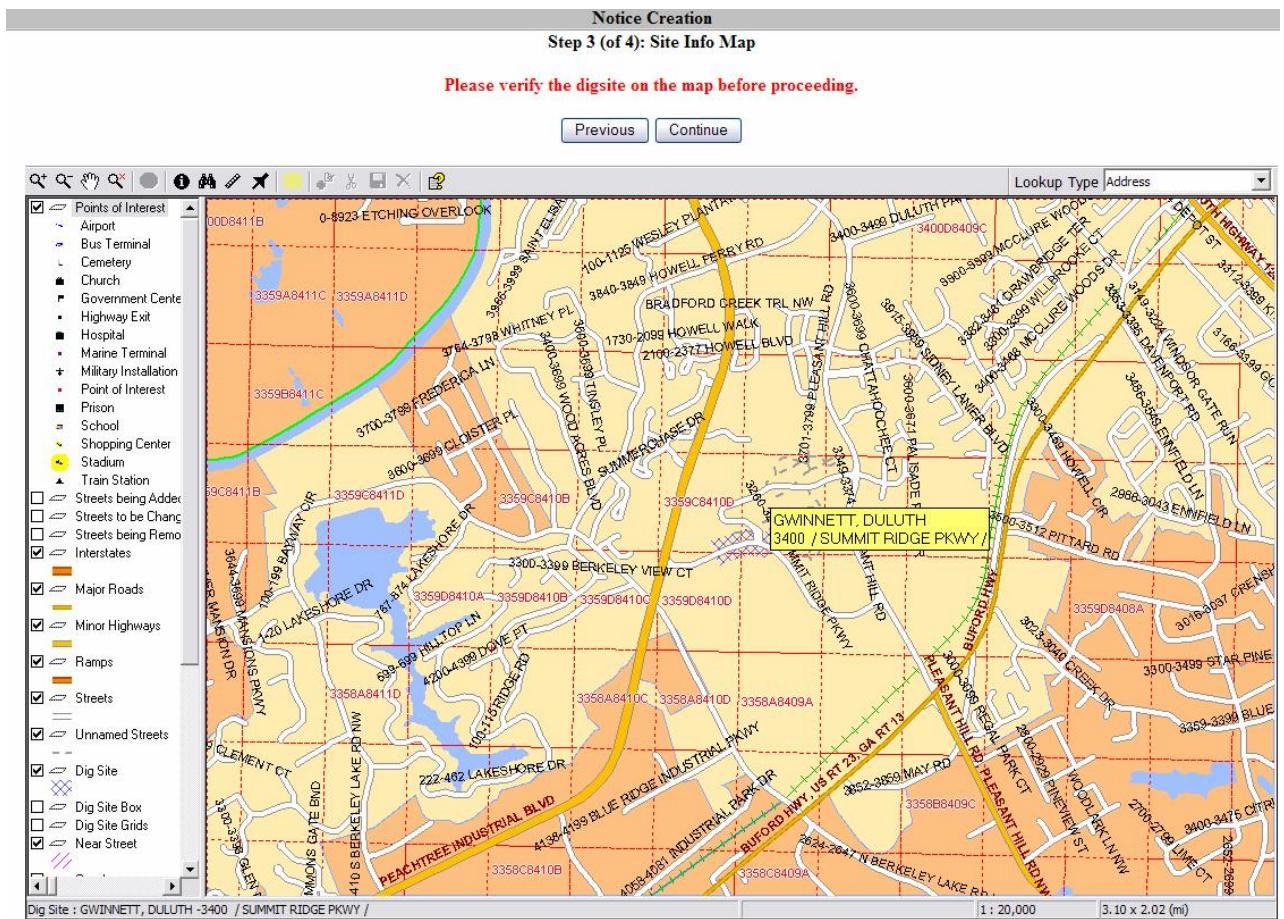
- Select Use Street. This street name will be placed in the street address field.
- Select Continue and this will allow the mapping system to research the database for the street that has been selected.

If there is no match found and you would like to manually select the dig site, check the box that says, "***Continue even if my information is not in the database.***"

- Select the Continue button.
- After selecting Continue, a box will appear reminding you that there are other search options, select Cancel to use these options or select Continue to view the map.
- Another box will appear asking you to select OK so that you can choose the dig site. You will be taken to the County that you entered. **See section on how to Manually Grid Your Locate Request.**

## 6. Step 3 (of 4) Site Info Map

You will be taken to the map and asked to verify your dig site. The dig site will be identified by the blue cross hatched area. If you have trouble locating the dig site, click on the "Dig Site Box" in the legend to the left of the map. The dig site will be identified by a red box surrounding the blue cross hatched area. If your dig site is correct select the continue button and proceed to step 4. If your dig site is incorrect or your dig site has more than 8 grids selected, you will need to manually select the dig site. (Refer to page 12 under the heading titled "Selecting Grids" for instructions)



## Enter Locate and Work Info and Comments

7. *Step 4 (of 4): Locate Info, Work Info, Comments* is where you enter the following information:

- **Near Street:** This is for the closest intersecting road. There is a box for the directional prefix, the core street name, street type, and the directional suffix that is similar to the address line on *Step 2 (of 4): Site Info*.  
If the Near Street you entered is not on our map please provide Driving Directions from the closest intersection and place them in the *Remarks* field listed below.
- **Subdivision:** Place the name of the subdivision here if applicable.
- **Locate Where?:** Either select a pre-defined work area from the drop down list or type your own description in the text box provided. The information placed in this field defines the scope of your locate. Please be clear and concise. If the area you would like located is outlined with white paint or flags please indicate that the "Area is Marked" and identify for the locate technician where to look for the white paint on the property. (Ex: Area is marked in the backyard look for white paint and flags)
- **Remarks:** This box is provided for any additional locate information that might need to be relayed to the locate technician. (Ex: Driving Directions, Street Alias Information, Arranging an on-site meeting etc.)
- **Work Type:** Either select a pre-defined work type from the drop down list or type your own description in the text box provided. If you have multiple work types please list them all and be as specific as possible. (Ex: Installing pool, patio, and fence)
- **Working For:** Enter whom you are doing the work for

Notice Creation	Notice Management	Log Off																							
<b>Notice Creation</b>																									
<b>Step 4 (of 4): Locate Info, Work Info, Comments</b>																									
Notify by: Address	Agent: Excavator	Status: Complete <input type="button" value="▼"/>																							
<table border="0"> <tr> <td style="width: 45%;"> <b>* Excavator Info</b> <input type="button" value="EDIT"/> </td> <td style="width: 45%;"> <b>* Site Info</b> <input type="button" value="EDIT"/> <input type="button" value="VIEW MAP"/> </td> </tr> <tr> <td>Company ID: 464</td> <td>Place: GA, GWINNETT DULUTH</td> </tr> <tr> <td>Type: C (Contractor)</td> <td>Street: 3400 / SUMMIT RIDGE PKWY /</td> </tr> <tr> <td>Company Name: DIGGER DAWG DIGGIN</td> <td>Cross:</td> </tr> <tr> <td>Caller Name: Basic Excavator</td> <td>Footprint: 200 ft</td> </tr> <tr> <td>Address: 3400 SUMMIT RIDGE PKWY. DULUTH, GA 30096</td> <td>#Affected Grids: 4</td> </tr> <tr> <td>Phone: 7705550001</td> <td rowspan="4"> <b>* Near Street</b>  <input type="button" value="▼"/> Pleasant Hill <input type="button" value="Rd"/> <input type="button" value="▼"/>  Subdivision <input type="text"/>  <b>* Locate Where?</b> <input type="button" value="Entire property"/> <input type="button" value="▼"/> </td> </tr> <tr> <td>Fax:</td> </tr> <tr> <td>Email Address:</td> </tr> <tr> <td>Industry:</td> </tr> <tr> <td>Field Contact:</td> <td rowspan="4"> <b>Remarks</b>  <input type="text" value="See contact onsite..."/> </td> </tr> <tr> <td>Alt Contact Info:</td> </tr> <tr> <td>Alt Contact Info 2:</td> </tr> <tr> <td>* Work Type <input type="button" value="Installing phone service"/> <input type="button" value="▼"/></td> </tr> <tr> <td>* Working For <input type="text" value="Utilities Protection Center, Inc"/></td> </tr> </table>			<b>* Excavator Info</b> <input type="button" value="EDIT"/>	<b>* Site Info</b> <input type="button" value="EDIT"/> <input type="button" value="VIEW MAP"/>	Company ID: 464	Place: GA, GWINNETT DULUTH	Type: C (Contractor)	Street: 3400 / SUMMIT RIDGE PKWY /	Company Name: DIGGER DAWG DIGGIN	Cross:	Caller Name: Basic Excavator	Footprint: 200 ft	Address: 3400 SUMMIT RIDGE PKWY. DULUTH, GA 30096	#Affected Grids: 4	Phone: 7705550001	<b>* Near Street</b> <input type="button" value="▼"/> Pleasant Hill <input type="button" value="Rd"/> <input type="button" value="▼"/> Subdivision <input type="text"/> <b>* Locate Where?</b> <input type="button" value="Entire property"/> <input type="button" value="▼"/>	Fax:	Email Address:	Industry:	Field Contact:	<b>Remarks</b> <input type="text" value="See contact onsite..."/>	Alt Contact Info:	Alt Contact Info 2:	* Work Type <input type="button" value="Installing phone service"/> <input type="button" value="▼"/>	* Working For <input type="text" value="Utilities Protection Center, Inc"/>
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* Work Type <input type="button" value="Installing phone service"/> <input type="button" value="▼"/>																									
* Working For <input type="text" value="Utilities Protection Center, Inc"/>																									
<b>Dates</b> Start Date <input type="text" value="08/08/2005"/> <input type="button" value="▼"/> Time <input type="text" value="7"/> <input type="button" value="▼"/> : <input type="text" value="00"/> <input type="button" value="▼"/> AM <input type="button" value="▼"/> Legal Date: 08/08/2005 07:00 AM Expires: 08/24/2005 11:59 PM Restake: 08/19/2005 04:30 PM Response Due: 08/05/2005 11:59 PM																									
<b>Work Information</b> Under / Over: <input type="button" value="Underground"/> <input type="button" value="▼"/> Overhead Begin: <input type="text" value="08/08/2005"/> <input type="button" value="▼"/> End: <input type="text" value="08/08/2005"/> <input type="button" value="▼"/> <b>* Boring</b> <input type="button" value="None"/> <input type="button" value="▼"/> Duration <input type="text" value="2 Days"/> <input type="checkbox"/> Blasting <input type="checkbox"/> Crew On Site <input type="checkbox"/> White Line																									

**Dates:** This section provides you with your Legal Date (when your ticket should be located), Expiration (when your ticket expires), Restake (the date your request is due to be updated) and Response Due (when the ticket should have been closed out through the Positive Response Information System, letting you know the status of the ticket).

**Please be sure to Restake/Update your locate request before 4:30pm on the restake due date or two business days prior to that date. Anything entered after 4:30pm is considered to be entered on the following business day.**

- **Work Information:** Under/Over: This is concerning the High Voltage Safety Act. Please select one of the following options:
- **Underground:** Excavation only – you and or your equipment will not be within 10ft of any overhead electric lines
- **Both (Underground/Overhead)** - Excavation will take place and you and or your equipment will be within 10ft of overhead electric lines
- **Overhead** – No excavation will take place but you and or your equipment will be within 10ft of overhead electric lines (Ex: Tree Trimming)

If "Both" or "Overhead" are selected the overhead work begin date and end date become highlighted, please indicate the appropriate date for each. A calendar to choose from is provided.

- **Boring:** If you will be doing any horizontal boring please select one of the pre-defined options.
- **Duration:** How long your work will take goes in this box. For example, 1 hour, 2 weeks, 1 month etc...
- Select any or all check boxes that apply. Will your work require blasting, do you currently have a crew on site, and/or if you will be marking the area you need located with white paint.

8. Once you have completed all the fields, select the Create Notice button located at the bottom of the page.
9. You will be taken to the Notice Creation Confirmation page to verify your ticket information.

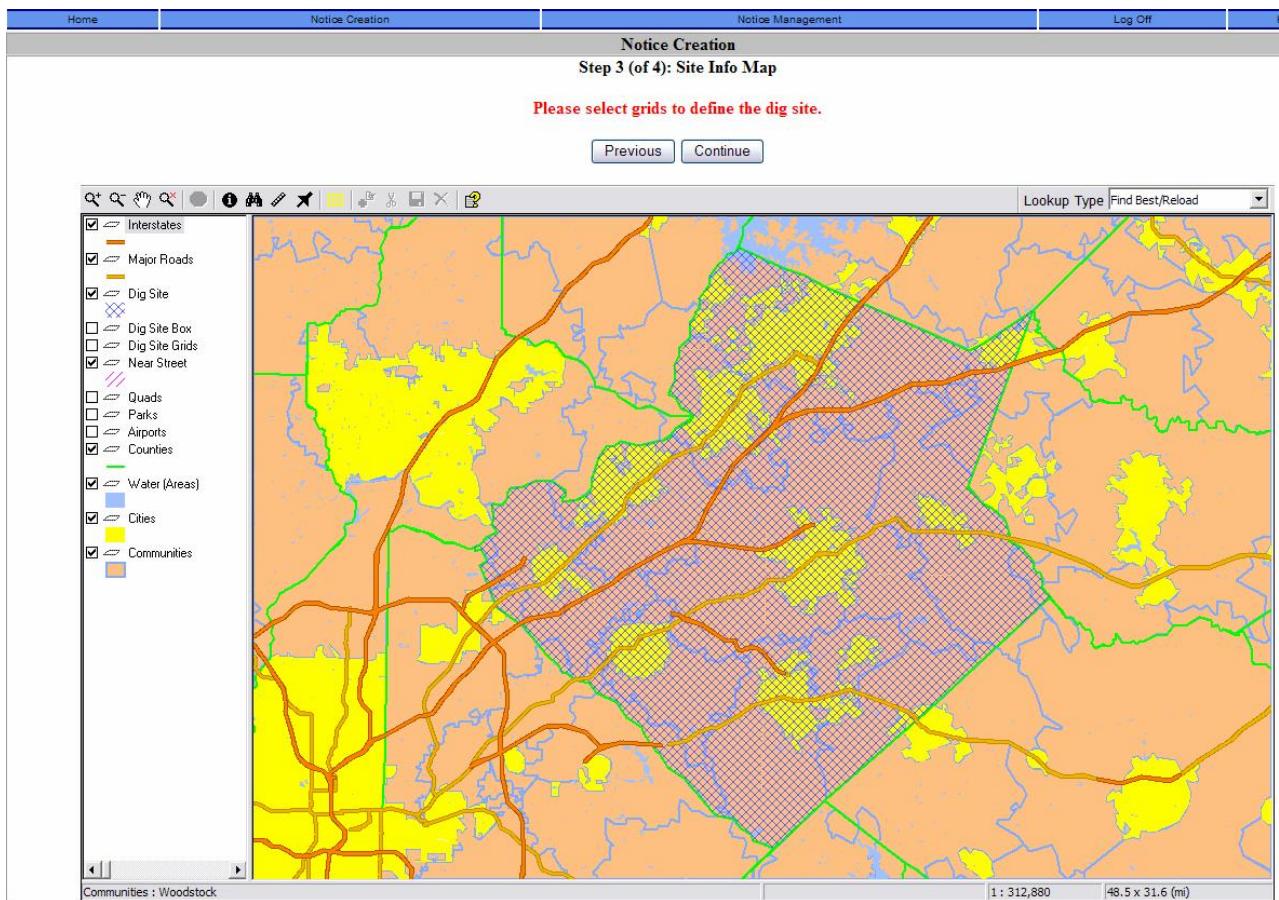
Home	Notice Creation	Notice Management	Log Off																						
<b>Notice Creation Confirmation</b>																									
<input type="button" value="Submit Notice"/> <input type="button" value="Edit Notice"/>		<input type="button" value="Cancel"/>																							
<table border="0"> <tr> <td>AGENT: Excavator</td> <td>NOTICE TYPE: Normal</td> </tr> <tr> <td>NOTICE STATUS: Complete</td> <td>PRIORITY: Regular Notice (1-2 days)</td> </tr> <tr> <td>NOTIFY BY: Address</td> <td>TAKEN DATETIME: 2005/08/03 07:55:46 - ET</td> </tr> </table>				AGENT: Excavator	NOTICE TYPE: Normal	NOTICE STATUS: Complete	PRIORITY: Regular Notice (1-2 days)	NOTIFY BY: Address	TAKEN DATETIME: 2005/08/03 07:55:46 - ET																
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<table border="0"> <tr> <td><b><a href="#">Edit 2. Site Information</a></b></td> <td>FOOTPRINT: 200 ft</td> </tr> <tr> <td>PLACE: GA, GWINNETT DULUTH (CITY)</td> <td></td> </tr> <tr> <td>STREET: 3400 / SUMMIT RIDGE PKWY /</td> <td></td> </tr> <tr> <td>CROSS 1:</td> <td></td> </tr> </table>				<b><a href="#">Edit 2. Site Information</a></b>	FOOTPRINT: 200 ft	PLACE: GA, GWINNETT DULUTH (CITY)		STREET: 3400 / SUMMIT RIDGE PKWY /		CROSS 1:															
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10. If the information is correct, select Submit Notice. If editing is necessary, click Edit within the appropriate section header. Once you select Submit, you will receive your ticket number in the top left hand corner and if you scroll down the page you will see the list of utility members along with contact names and phone numbers.
11. You can also send a copy of your ticket by putting the e-mail address in the box provided to the right and selecting the Send e-mail button.
12. If you have more than one locate request to enter, choose Create Another Ticket. This will take you back to *Step 2 (of 4): Site Info* and you can continue entering other requests. If you are finished, select Back to IRTA Internet.

## Manually Gridding your Locate Requests

If the street you are digging on was unable to be located in the database, you will need to manually grid your dig site. After you check the box that says "Continue even if my information does not match.." and selected the Continue box on *Step 2 (of 4): Site Info* and entered the map, you should have automatically been taken to the County that you have selected.

**NOTE:** If you are viewing the map for the first time you will automatically receive a security warning asking you to install the **IRTH Map Display Cab File**. Click Yes and it will bring up the map. **Also, if you do not currently have the ActiveX Control installed, you will be prompted to install this as well. Please click "Yes" to install both of these files. If you do not have permissions to install software please contact "Your" network administrator.**



**The icons at the top of the map (Mapping Tools) are used as follows:**

*To use these tools click the Icon and then click the area of the map that you would like to manipulate.*



**Zoom In:** Zoom in on a particular area of the map – will be able to bring the map in closer to see more street names.



**Zoom Out:** Zoom out of an area on the map – will be able to see more of the map but will lose some street names.



**Panning:** The use of this tool will allow you to move the map in any direction. To use, click the panning tool (looks like a hand), put your cursor or arrow to an area of the map, hold your left mouse key down and drag the map in the direction that you want it to go after moving it, and then let the mouse key go and the map will reset itself in the direction you have chosen.



**Information Button:** This will give you information on the County, City, and the road name on the selected area of the map. Select the icon and pull the hand over the area of the map that you wish to identify. Left click with your mouse and a window will pop up providing you with information on that area.



**Binoculars:** This tool allows you to search by Street, Intersection, County, City (Place), Lat/Long, Points of Interest and Grid Number. Select the corresponding tab for your desired search.

**Street** – To search by Street, delete the street name that was unable to be located already in the Street field and replace it with a close street to the dig site. There is a place for the street prefix if you have one, the street name, street type (ex: rd, cir, ct, etc.), and the street suffix if you have one. Select the word “Search” at the bottom left of the screen, if the computer gives you more than one choice choose the street you would like to select, click “Select” and then select “Add to Map”. The computer will then take you to the section of the map where that particular street is located and will highlight it in Green.

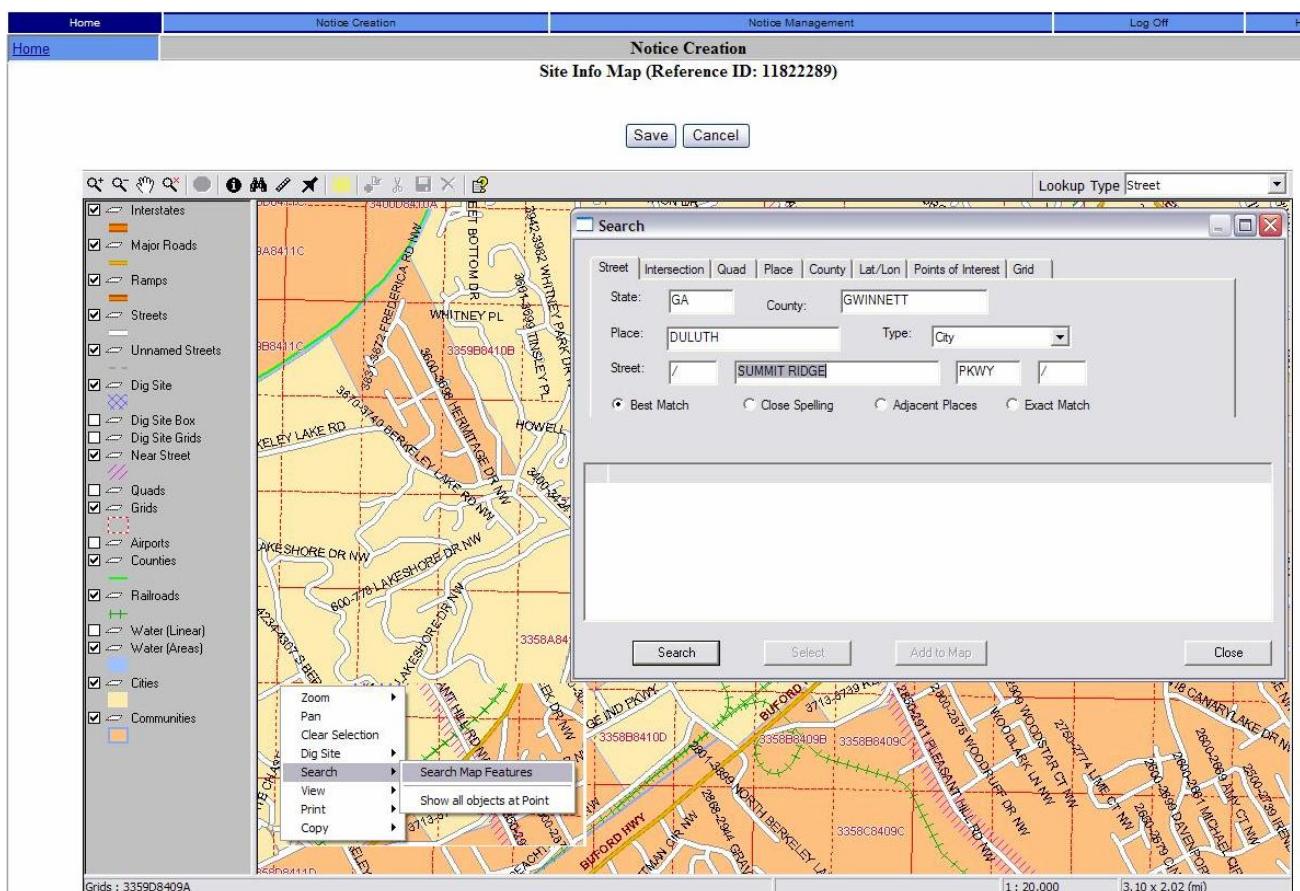
**Intersection** – Choose an intersection close to the dig site and place one street in the “Street field and one street in the “Cross” street field, select Search, choose from the intersection search results, click Select, then select Add to Map. The intersection you have chosen will be shown with a green circle.

**County** – Type in the County you would like to search, select Search, choose from the results, click Select, then select Add to Map.

**City** – Type in the City you would like to search, select Search, choose from the results, click Select, then select Add to Map.

**Lat/Lon** – Allows you to Search by Lat/Long Coordinates. Please note the coordinates must be in NAD83 datum. Longitude is a negative number and latitude is a positive number. EXAMPLE: Latitude: 33.988 Longitude: -84.166 select add to map and the location will be indicated on the map by a black square.

**Points of Interest** – Allows you to search for Schools, Hospitals, Malls etc.. Please refer to the Legend to the left of the map for a complete list.



**Grid Number** - To search by Grid Number click on the Grid tab and enter the Grid # exactly as it appears on the map, select Add to Map, and that Grid # will be highlighted in green. You will still need to grid the dig site by following the steps below mentioned in the Selecting Grids Section.

 **Ruler:** The ruler gives you the capability of measuring your site. To use this tool, click the ruler, then click the map at a beginning point, and then drag it along the site or road name until you reach your ending point. This gives measurements in feet and miles. One Mile = 5,280feet

**Note:** To remove any icons from your cursor right click your mouse on the map.

## Selecting Grids

The map contains red dashes in the shape of squares. These are known as grids and they are approx. 1/4 mile square. The grids you select will determine which utility companies will be notified on your locate request.

### TO SELECT YOUR GRIDS:

-  Click on the Icon that looks like a yellow Tic-Tac-Toe Board
- Next, determine which grid(s) you would like to select and left click on those grid(s). To select more than one grid hold down the shift key while selecting grids. The selected grid(s) will change to a dark blue color.
-  Once your grid(s) are highlighted left click on the Icon that is a plus sign with a check mark. The selected grid(s) will turn green.
-  - Click the diskette to Save. The selected grid(s) will turn blue.

- Select the Continue Button to move to Step 4 (of 4)

**No Ticket should require more than 8 grids**

## Response Manager

Positive Response Information System or (PRIS) is an automated system serving two functions. It allows the UPC member to respond to each individual locate request providing information on whether underground facilities are present or not present. It also allows the Excavator to check the responses.

**To check the status of your locate request:**

1. Select "Response Manager" at the IRT Internet options web page.
2. Type in the ticket number you are checking on (include dashes ex. 10204-014-003).
3. Select "Load Ticket".

Once the ticket is loaded you should see the responses for this ticket as well as the excavator and dig site information. Check the dig site information to make sure you have pulled up the correct ticket. You can also view the text of the ticket by Selecting "View Ticket Text" and by doing this you can view the utility members that were notified. To view the map Select "View Map" located in the bottom left hand corner of your screen.

Notice Creation	Notice Management	Member Tools	Administration	Log Off
<b>Add Ticket Responses</b>				
<div style="border: 1px solid black; padding: 5px; display: inline-block;">         Ticket ID: <input type="text" value="08035-500-001"/> <input type="button" value="Load Ticket"/>   <a href="#">Advanced Search</a> </div>				
<b>Dig Site Data</b>			<b>Excavator Data</b>	
Ticket ID: <b>08035-500-001</b>			Company Name: <b>DIGGER DAWG DIGGIN</b>	
Street Name: SUMMIT RIDGE PKWY Place: duluth County: gwinnett      State:GA			Contact: Web User Training Phone Number: (770) 555-0001 Street: 3400 SUMMIT RIDGE PKWY. City, State: DULUTH, GA      Zip: 30096	
<a href="#">View Ticket Text</a>				
Ticket Status: <b>OPEN</b> <a href="#">View All Responses</a>				
<b>Service Area Name(Code)</b>		<b>Current Response</b>	<b>New Response</b>	<b>Available Response Codes</b>
ATLANTA GAS LIGHT GWINNETT(AGL114)		(1) Marked	<input type="checkbox"/>	<ul style="list-style-type: none"> <li>• 1 : Marked</li> <li>• 2A : Marked with exceptions: High profile utility in conflict, utility owner/operator will attempt to contact you within 24 hours to set up site surveillance</li> </ul>
BELLSOUTH(BSNE)		(2C) Marked with exceptions: Permanent Marker Present	<input type="checkbox"/>	

## Response Manager - continued

### **For UPC Member Utility Owner Operators who need to respond to locate requests :**

1. Select "Response Manager" at the IRT Internet options web page.
2. Type in the ticket number you are responding to (include dashes ex. 10204-014-003).
3. Select "Load Ticket".

Once the ticket is loaded you should see your member code(s) and the name of your company along with a box to enter your response. You can choose from the response options that are located on the right side of the web page. Once you enter your response Select "Save Responses".

### **Advanced Search –**

Select Advanced Search to search by service area, creation date, response due date, and top 200 open tickets. **If you have multiple service areas you must search by each service area to make sure you are responding to all of your tickets.**

#### **To search for tickets that have not been responded to by a specific date, complete the following steps.**

- Select the service area you wish to search
- Check the box titled -Search by Response Due Date (Enter the date you would like to search)
- Check Box titled- Top 200 Open Tickets Only
- Select the search button

This will provide you a list of the tickets that have not been responded to for the date selected.

#### **To search for all tickets due on a specific date, whether they have been responded to or not.**

- Select the service area you wish to search
- Check the box titled -Search by Response Due Date (Enter the date you would like to search)
- **Uncheck** Box titled- Top 200 Open Tickets Only
- Select the search button

This will provide you a complete list of all the tickets due for the date selected.

Notice Creation	Notice Management	Member Tools	Log Off								
<b>Add Ticket Responses</b>											
<input type="text" value="Ticket ID: 08035-500-001"/> <input type="button" value="Load Ticket"/> <a href="#">Advanced Search</a>											
<b>Dig Site Data</b>		<b>Excavator Data</b>									
Ticket ID: <b>08035-500-001</b>		Company Name: <b>DIGGER DAWG DIGGIN</b>									
Street Name: SUMMIT RIDGE PKWY		Contact: Web User Training									
Place: duluth		Phone Number: (770) 555-0001									
County: gwinnett	State:GA	Street: 3400 SUMMIT RIDGE PKWY.									
		City, State: DULUTH, GA Zip: 30096									
<input type="button" value="View Ticket Text"/>											
Ticket Status: <b>OPEN</b>											
<table border="1" style="width: 100%;"><thead><tr><th>Service Area Name(Code)</th><th>Current Response</th><th>New Response</th><th></th></tr></thead><tbody><tr><td>BELLSOUTH(BSNE)</td><td><b>No Response</b></td><td><input type="text" value="1"/></td><td><input type="button" value="Save Responses"/></td></tr></tbody></table>				Service Area Name(Code)	Current Response	New Response		BELLSOUTH(BSNE)	<b>No Response</b>	<input type="text" value="1"/>	<input type="button" value="Save Responses"/>
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## Notice Manager

**Restaking your Locate Requests:** Type in the Ticket ID that you would like to restake using the dashes then select Get Notice. Once you find the ticket number you would like to restake, to the right of the ticket, you will see the word restake in blue lowercase letters. Select this option and a Remarks box will pop up at the top of your screen. If you have any remarks to add to the ticket, place them in the box. If not, leave the box blank and select Restake Notice. Your new locate request with new ticket number will show up on your screen. UPC members please note you must select "Tickets my company created" or "Tickets I created" to restake any tickets.

**Notice Manager**

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**Notice Manager Search Option(s)**

Ticket ID

08035-500-001

Get Notice

---

Excavator

Work Type

Status

County

Place

Street(Do not include street type)

Create Date From

08/03/2005

▼

To

08/03/2005

▼

Get Notice List

Display Tickets I Created

Display Tickets My Company Created

Display Tickets Assigned to my Service Area

---

(▲Most Recent Version) (▼Intermediate Version) (▼Original Version) (● Single Notice)

Text

Cancel

Restake

2nd Req

#	Create Date	Ticket ID	Version	Address	Priority	Options
● 1	08/03/2005 08:23:10:637	08035-500-001	00	SUMMIT RIDGE duluth	Regular Notice	<a href="#">Text</a> <a href="#">Cancel</a> <a href="#">Restake</a> <a href="#">2nd Req</a>

**You cannot Restake a ticket over the web if it is past the Restake date or if you are trying to Restake the ticket more than two business days prior to the Restake date. If the Restake date is past, just re-enter the ticket as a new ticket from Notice Creation.**

**Searching for a Locate Request:** If you don't know the ticket number and would like to Search for it you can use the Search feature located in Notice Manager. To Search, enter the filter information desired (do you want to search by Work Type, County, Street etc...), enter the date or date range (cannot search more than 7 days at a time) when you think the ticket was created, and click Get Notice List. All tickets will appear at the bottom of the Search box (which contains your search information). For example, if you wanted to look at all tickets that contains Main St. in the street field, all of those tickets would be listed for the date or date range selected.

**Canceling a Locate Request:** Type in the Ticket ID that you would like to cancel. Once the ticket comes up at the bottom of your screen to the right of the ticket information select the word Cancel. A remarks box will pop up. In this box, type the reason you are canceling the ticket. For example, work has been completed, Duplicate Ticket etc... Then select Cancel Notice.

**View Ticket Text:** Type in the Ticket ID you would like to view. Once it comes up at the bottom of your screen to the right, select text and you can view the entire text of the ticket.

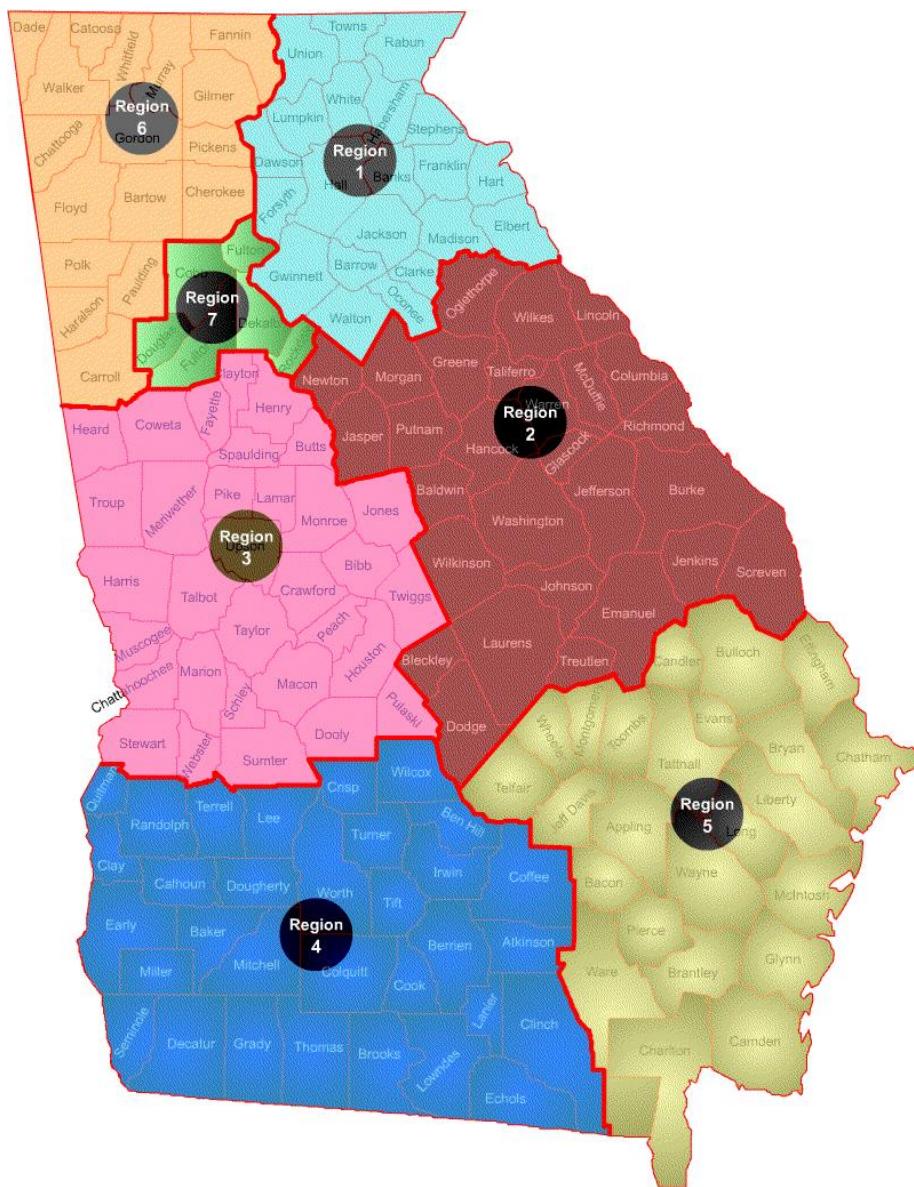
**Creating a 2<sup>nd</sup> Request:** If a utility member has not responded to your locate request by the due date you can now re-notify them by using this feature. Find the ticket number you would like to 2<sup>nd</sup> request and click on the words in blue that say 2<sup>nd</sup> request. The Original Remarks will be located at the top and below that there is a box for you to "Enter Remarks for 2<sup>nd</sup> Request." **Please specify what utility company or companies you would like to re-notify, the reason why (Ex: Atlanta Gas Light please respond as soon as possible crew is on site and they say there are no markings.) and use the "Start Date" field to enter when your crew will be on site. Also, please include a "Field Contact" (job foreman etc.) and an Alternate Contact Number (cell #, pager etc.) then select "Send 2<sup>nd</sup> Request."**

## **DESIGN TICKET**

This type of ticket is for "Survey" purposes only no excavation can take place. A design ticket is created exactly the same as a regular ticket. From the IRTH Internet options web page select "Design Inquiry" to create a design ticket.

## **UPC Liaison Contact Information**

For assistance with web entry training or questions concerning the use of IRTH Internet please contact the liaison for your area.



**Region 1** = Becky Creech @ 678.947.4688 or [bcreech@gaupc.com](mailto:bcreech@gaupc.com)

**Region 2** = Becky Creech @ 678.947.4688 or [bcreech@gaupc.com](mailto:bcreech@gaupc.com) / Mike Joyner @ 912.538.8957 or [mjoyner@gaupc.com](mailto:mjoyner@gaupc.com)

**Region 3** = Holly Files @ 770.476.6029 or [hfiles@qaupc.com](mailto:hfiles@qaupc.com)

**Region 4 =** Holly Files @ 770.476.6029 or [hfiles@qaupc.com](mailto:hfiles@qaupc.com)

**Region 5** = Mike Joyner @ 912 538 8957 or [mjoyner@gaupc.com](mailto:mjoyner@gaupc.com)

**Region 6** = Mike Joyner @ 912 538 8957 or [mjoyner@gaups.com](mailto:mjoyner@gaups.com)

Region 7 = Fiona Bowen @ 678 714 6702 or fbowen@qaunc.com